



**COUNTY OF PLACER**  
**ADMINISTRATIVE SERVICES DEPARTMENT**

CLARK L. MOOTS

Director of Administrative Services

**Procurement Services Division**

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May 1, 2008

**Request for Proposals No. 9805**

**Addendum No. 1**

1. The Pre-Proposal meeting was held on April 30, 2008, from 10:00 a.m. to 11:00 a.m. at the Placer County Personnel Office. Representatives from Citygate Associates, LLC and Clearpoint Solutions attended the meeting along with County personnel.
2. Jim Boggan, Purchasing Manager, explained that the purpose of Request for Proposals (RFP) No. 9805 is to select the best value consultant to conduct an organizational assessment of the Sheriff's Department Dispatch Services Unit and to provide recommendations to improve organizational effectiveness. RFP 9805 provides the scope and criteria by which consultants are to propose their best professional effort to meet the County's requirements as stated in the RFP.
3. Capt. Don Hutchinson, Sheriff's Office Project Manager then summarized the Scope of Work which is presented in detail in Section 5.0 of RFP 9805. The Sheriff's Office needs to reverse the trends of difficult recruitment and high turnover within the Dispatch organization while still offering world class service to Placer County citizens and other government organizations. Consultants will need to recommend optimization of organization, management, dispatch location and possible consolidation, job specifications, recruitment, training and retention as outlined in Section 5.0 of the RFP.
4. Jim Boggan also provided guidance on submitting the highest quality response to the RFP. He encouraged consultants to read the RFP carefully, understand both the scope of work and the evaluation criteria, and then propose an organizational assessment that fulfills the scope of work and also fully addresses all of the evaluation criteria in Section 9.0. Proposals should be organized clearly in tabbed sections in accordance with Section 7.0 of the RFP with all material presented clearly and succinctly for the evaluation panel.
5. After the initial comments, the meeting was opened for questions:

Q 1: What is the expected involvement of the Steering Committee?

- A 1: Members of the Steering Committee are upper-level managers within the County who have direct responsibility or critical support roles regarding the Sheriff's Dispatch Unit. The Steering Committee is also the Evaluation Panel, indicating the importance of this study to County management. Finally, the Steering Committee will review and formally accept each deliverable and the final report.
- Q 2: Does the County have an expectation of how often it wishes to meet with the consulting team for project meetings?
- A 2: The County expects to accept the final report from the selected consultant within twenty-four weeks after contract award. In Section 4, "Proposed Methodology" and in Section 5, "Proposed Work Plan" of their proposals, consultants need to propose the schedule for meetings so that they are able to meet the final report date.
- Q 3: Does the County wish to receive the reports individually or as parts of a comprehensive report?
- A 3: Consultants shall propose the schedule by which they will deliver each deliverable required in Section 5.0. After all seven of these deliverables have been accepted by the Steering Committee, the selected consultant shall deliver a final report as requested in the final paragraph of Section 5.0.
- Q 4: Are there internal or other assessments or reports which have been prepared by others which might be useful to us?
- A 4: The County has other reports; however we view them as outdated, and are conducting this RFP to obtain original work and new ideas from the selected vendor. Therefore, the County will not share previous reports with the selected consultant.
- Q 5: Is there a mission statement and/or strategic plan for the Department?
- A 5: The County has done strategic planning, and will provide the short term plan to the selected consultant.
- Q 6: Are there existing position classifications and job descriptions which we can review?
- A 6: Class specifications and comp data are located at the following web address:  
[http://www.classandcomp.com/user/class\\_list.cfm?agency\\_id=130&citylink=1](http://www.classandcomp.com/user/class_list.cfm?agency_id=130&citylink=1)
- Q 7: Is there an existing SOP manual for the communications unit?
- A 7: Yes. It will be available to the selected consultant.
- Q 8: Does the County already have compensation data for comparative operations within the region.
- A 8: The County is currently undertaking a total compensation survey (base salary and benefits) for the Public Safety Dispatcher II classification within the Sheriff's Office and will be able to provide current compensation data as compared with eight other counties which include Contra Costa, El Dorado, Sacramento, San Louis Obispo, Santa Clara, Santa Cruz, Solano and Sonoma.

Q 9: Does the County expect the consultant to develop the training curriculum or simply make recommendations as to the improvement of the curriculum?

A 9: Recommend improvements to the curriculum. Ideally, the recommendations would take the form of an outline for each recommended training program.

Q 10: How many fire agencies are associated with the PCSO communications unit?

A 10: The agencies that Placer County dispatches for are:

Fire: Foresthill Fire, Loomis Fire, Placer Hills Fire, Newcastle Fire, Penryn Fire, South Placer Fire, North Tahoe Fire, Squaw Valley Fire and Meeks Bay Fire.

Law: PCSO Auburn, PCSO Tahoe

Other: Animal Control Auburn, Animal Control Tahoe

Q 11: Is there a neighboring county dispatch unit that Placer County would like to replicate?

A 11: No. Our assessment is that all neighboring counties are experiencing the same difficulties.

Q 12: What are the current turnover ratios?

A 12: The annual total turnover rate for both centers is about 30 to 35 percent over the last two years. The 80 percent rate quoted in the meeting referred to turnover of those hired during that time period. In other words, we only tend to retain for any length of time 20 percent of those we hire.

Q 13: Would the County consider outsourcing?

A 13: The County will be open to discussing such possibilities during the study.

**Submittal Deadline for Proposals remains May 12, 2008 not later than 5:00 p.m., Pacific Time.**

Proposals need not acknowledge this addendum, but must be responsive to all requirements in RFP 9805.

Questions regarding this Addendum or RFP 9805 should be submitted not later than close of business, May 6, 2008 and shall be directed to

Jim Boggan at [jboggan@placer.ca.gov](mailto:jboggan@placer.ca.gov) with information to [dhutchin@placer.ca.gov](mailto:dhutchin@placer.ca.gov)